

Professional and Managerial Branch  
Miscellaneous Professional Group  
Arbiter Series

**PUBLIC WORKS OMBUDSMAN**

03/97 (TLW)

### *Summary*

Under direction, investigate complaints against the Public Works Group of Departments, assist in resolution of disputes and recommend, implement and manage service improvement programs.

### *Typical Duties*

Assist public in obtaining and expediting coordinated public works services of more than one department. Involves: receiving and acting on requests for assistance in obtaining Public Works; directing person to proper Department, division, or individual responsible for providing requested service; arranging meeting with appropriate officials; guiding through detailed, difficult or complex procedures by informing and explaining departmental policies and procedures.

Receive and resolve complaints from residents, businesses and other organizations concerning serious quality or failure of service issues involving the Public Works group of Departments. Involves: meeting with complainants; providing instructions and arranging for referral of minor and routine complaints or inquiries to appropriate Department or person and tracking results of referral; conferring with Director of Public Works for guidance in conducting investigations; gathering necessary data and analyzing to ascertain responsibility for unsatisfactory service; mediating resolution between complainant and department; preparing reports for Director of Public Works recommending resolution and/or changes in Public Works procedures; work as a member of the Public Works management team.

Analyze departmental operating procedures to devise efficient and effective methods of accomplishing work and improving customer service. Involves: planning study of work problems and procedures such as organizational change, communications, information flow or cost analysis; gathering and organizing information on problem or procedures including composing and conducting written and phone surveys; analyzing data gathered using statistical methods; developing solutions and alternate methods of proceeding; organizing and documenting findings of study and preparing recommendations for implementation of new systems, procedures or organizational changes; monitoring effectiveness of improvements to ensure functional or project systems are applied and functioning as designed.

Perform other duties as required. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing delegated duties and responsibilities sufficient to maintain continuity of normal operations and similarly performing any duties of subordinates or coworkers, if required; supervising assigned staff support personnel if delegated responsibility; examining incoming correspondence; formulating replies and composing and writing letters.

### *Minimum Qualifications*

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration or related and three (3) years professional level experience in public relations, marketing or investigating and determining resolution of disputes or complaints; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Considerable knowledge of: administrative practices, theories and methods. Good knowledge of: practices and techniques of research and investigation, grievance or conflict resolution and statistical analysis. Some knowledge of: public works operations and services.

Ability to: read, analyze and interpret city ordinances, regulations and policies; deal with abstract and concrete requirements of ordinances and regulations; make decisions by applying principles of logic and analysis to practical problems; establish and maintain effective working relationships with fellow employees, officials and general public including dealing courteously with irate people; express oneself clearly and concisely, both orally and in writing to tactfully and impartially facilitate and resolve conflicting viewpoints; maintain records and prepare reports.

Skill in the use and care of: personal computers and related software as word processing, spreadsheet and database programs.

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Director of Personnel

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Department Head